

ST ANDREW'S HOSPICE

JOB DESCRIPTION

Post title : Palliative Care Nurse, Wellbeing Services
Department : Support & Wellbeing Services
Reports to / Line Manager : Wellbeing Services Senior Palliative Care Nurse/Head of Patient and Family, Support & Wellbeing Services
Pay Range : C4

Purpose of Job

To work as a key member of the Wellbeing team, contributing to a co-ordinated and efficient service reflecting the aims and philosophy of hospice care.

To promote and maintain the highest quality of care to patients, their families and significant others and to work as a member of the multi-disciplinary and partnership teams using initiative in planning patient care.

To be motivated, enthusiastic and forward thinking in developing a holistic goal focussed service

To contribute to a co-ordinated and efficient service, having an understanding of all departments, reflecting the aims and philosophy of Hospice care.

Main responsibilities

Clinical

In conjunction with the Wellbeing Services Senior Palliative Care Nurse, ensure prompt and accurate assessment of relevant newly referred patients for Hospice Services, applying a holistic and patient centred approach.

For those patients referred to the Wellbeing service, following assessment, develop a programme of care to meet their individual needs in liaison with the multidisciplinary team.

To have discussions with patients regarding Advanced Care planning, ReSPECT, Lasting Power of Attorney etc to support patient decisions.

To effectively supervise activity on a day-to-day basis and ensure efficient management of the Wellbeing service during a span of duty.

To ensure the highest clinical standards and quality of care are maintained, contributing to and sustaining a caring and friendly environment.

To have regular contact with patients and their carer/significant others whilst the patient is attending the Wellbeing service, ensuring that any issues, symptoms or additional support needs are addressed in a timely manner.

To regularly review and evaluate the effectiveness of the activities provided to the patients and carers, alongside the Wellbeing Senior Palliative Care Nurse and in partnership with the wider multi-disciplinary team members, redesigning the individual programme to meet their identified needs at that time.

To promote the delivery of effective communication amongst all disciplines, patients and carers, communicating sensitive information to patients and their families in a considerate and confidential manner.

Liaise with the patient's doctor, other health professionals and members of the Partnership multi-professional team prior and during the patient attending Wellbeing services, referring to these services where appropriate.

To coordinate referrals to other specialist agencies according to the assessed need of the patient.

Able to deal with day-to-day administration relating to patient care.

Ensure accurate and adequate record keeping is maintained in accordance with NMC guidelines (2009) and Hospice policy along with maintaining confidentiality at all times.

To initiate and take responsibility for the reporting of incidents and complaints, ensuring the appropriate action is taken, the situation is diffused, and the process is communicated effectively in conjunction with the Wellbeing Services Senior Palliative Care Nurse/Head of Patient and Family, Support & Wellbeing Services

To be involved in the induction of new staff – employees and volunteers in line with Hospice policy, supported by the Wellbeing Services Senior Palliative Care Nurse/Head of Patient and Family, Support & Wellbeing Services

To be involved with the development and implementation of evidence-based services / clinical interventions to meet the needs of the patients, families and significant others.

To ensure promotion of good health, safety and security of staff, patients, relatives and significant others. Understanding Hospice health and safety procedures as well as possessing knowledge of COSHH regulations.

To ensure personal safety and the safety of others at all times by adhering to the guidelines of the Vulnerable Working Policy and associated procedures when needed.

Work flexibly alongside families, acknowledge that the patient and families are the experts in their care, and allow the family to choose the level of involvement of the care team.

To develop skills and knowledge in all aspects of palliative care, especially assessment of symptoms and their management.

To develop skills in communication both pre and post bereavement with patients, families, their significant others, and colleagues within the Hospice multi-disciplinary team.

To develop and maintain key working relationships with the multi professional team to facilitate discussion of complex issues involved in the planning, implementation and evaluation of palliative care.

Conduct oneself in a professional manner, being a role model and leading the staff, to ensure standards of patient care and the clinical environment are kept to a high standard.

Professional Responsibilities

To be able to manage own workload along that of others, by ensuring appropriate prioritisation and delegation utilising the most effective skills and capabilities.

Conduct self in a professional manner, being a role model and leading the staff, to ensure standards of patient care and the clinical environment are kept to a high standard.

To be involved in the collection of data and evidence to support audit and quality outcomes (Hospice Governance) as requested by the Wellbeing Senior Palliative Care Nurse/Head of Patient and Family, support & Wellbeing Services.

Take responsibility for own continued professional development by keeping up to date with mandatory training, professional developments and evidence-based practice.

To proactively assess own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Strategy.

Attend internal; and external training, developing an expertise in palliative care

To undertake additional responsibilities to enhance the smooth running of the Service

Management of People

Direct: In the absence of the Wellbeing Senior Palliative Care Nurse support the Wellbeing Advanced/Nursing Assistants, Therapeutic activities team and Volunteers

Indirect: Other clinical staff and volunteers when necessary to take charge of a clinical situation, under duty of professional care.

Contacts & Relationships

Regular contact with staff, volunteers and managers to ensure optimum service levels

Frequent contact with distressed patients and relatives and exposure to patients who are agitated and confused

Take part in regular staff meetings, which may be on an informal or formal basis.

To act as a point of reference for peers and subordinate staff for general departmental queries.

Follow processes to satisfy the requirements of the Hospice policies and procedures and the Care Quality Commission regulations and standards.

To provide an internal consultancy/specialist advisory role with the support of the Wellbeing Senior Palliative Care Nurse/Head of Patient and Family, Support & Wellbeing Services.

To maintain clear communications with multi-disciplinary teams.

Resources

No specific budgetary control but to have an understanding of budget management within the Hospice, promoting and delivering all aspects of care in a resourceful manner.

Person Specification

Qualifications

Essential

Current Registered Nurse, on the NMC register
Full driving Licence
Access to a vehicle

Desirable

Post Registration Palliative Care training (or willingness to work towards)
Bereavement training
Practice Assessor / Practice Supervisor qualification

Experience

Essential

Evidence of post registration experience

Desirable

Recent post registration experience in a palliative care setting, including community

Knowledge/Skills

Understanding of Palliative and End of Life Care
Awareness of general pain and symptom management guidelines - desirable
Knowledge of assessment, care planning and review process and pathways.
Awareness of regulatory safeguarding policies and procedures
Awareness of application of the Mental Capacity Act

Good interpersonal skills and team working skills
Confident in using information technology including the use of SystmOne - desirable
Self-motivated with excellent interpersonal and communication skills
Capable of making clear and effective verbal and written reports (e.g. incident reporting, patients notes, team meetings, etc.

Qualities

Effective time management skills and the ability to organise own work without direct supervision

To be receptive to change and to act as a change agent.

Able to communicate effectively with a wide range of people and with sensitivity

Ability to maintain excellent rapport with patients, colleagues and visitors to the hospice.

The ability to assess situations and defuse conflict

To demonstrate a calm and logical approach to problem solving.

To consistently demonstrate a dedicated approach to the quality of patient services in a constructive and efficient way.

Ability to supervise others.

Personal grief/loss resolved sufficiently to perform and cope in an environment that has potential exposure to bereavement concerns

General

To maintain confidentiality at all times.

Policies and Procedures – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Contribution and Development Review – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

Equality and Diversity– The post holder must carry out his/her duties with full regard to the Hospice's **Equality and Diversity** Policy.

Health and Safety – The postholder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral with the work of St Andrew's and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew's Hospice is very much a community, and all members of staff are encouraged to support the various social and fundraising events which are part of it day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated: -

"Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer".

This Job Description may change, and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by...K Higgins.	17/02/2025
Confirmed by.....
Received by.....
Name (Print).....